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State of Rhode Island Department of Administration Division of Information Technology		TITLE	Service and Support for Blackberrys/PDAs/Cell Phones		
		DRAFTED BY		Walt Casper	

1. PURPOSE:

- 1.1. It is the purpose of this Policy to identify the process and procedures for departments purchasing and supporting Personal Digital Assistants (PDA) and Handheld Computers. The processes and procedures in this document have been established based on industry standards, best business practices (including *Gartner Personal Digital Assistant Support Best Practices*, June 27, 2001), and available information technology resources and workflow.

2. POLICY:


- 2.1. The Division of IT (DoIT) will provide basic installation and synchronization support for Palm Pilot/Dell Axim/HP/Ipaq brand name and model PDAs and Nextel Blackberry cell phones. Only Palm Pilot, Windows OS and Nextel Blackberry hardware and software will be supported. No exceptions will be considered by DoIT.

3. ASSIGNMENT:

- 3.1 The assignments of Blackberry cellular telephones will be based upon position functional requirements limited to the following the following areas:
- 3.1.1. Crisis Management
 - 3.1.2. Emergency Management
 - 3.1.3. Productivity Requirements
 - 3.1.4. Communications
- 3.2. Individuals shall only be assigned one (1) cellular telephone,

4. SERVICE AND SUPPORT:

- 4.1. All cellular telephone accessories shall be requested and purchased through the DoIT Telecommunications Section. They may be contacted at 401-462-5997.
- 4.2. The DoIT Technology Service Desk will support the following department purchased PDA hardware models:
- 4.2.1. Palm Pilot (Palm)—i705, m130, and m105. In terms of cost, the i705 is considered high-end, the m130 is mid-range, and the m105 is considered low-end.
 - 4.2.2. Nextel Blackberry: all handheld models and Nextel Blackberry Enterprise Server (BES) server.
 - 4.2.3. Dell AXIM
 - 4.2.4. HP/ Ipaq

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4.2.5. Tablet computers: Service for Wireless Air Cards may only be entered into with the written approval of the CIO or her designee.

4.3. The DoIT Information Technology Help Desk will support the following department purchased PDA software:

- 4.3.1. All Supported Models of Palm PDAs—Palm Operating System (OS)
- 4.3.2. Nextel BES operating system
- 4.3.3. All Nextel Blackberry Enterprise Servers (BES) require prior approval of the CIO, or her designee, prior to installation.
- 4.3.4. Nextel Blackberry Desktop Manager
- 4.3.5. Axim Windows OS
- 4.3.6. HP/Ipaq Windows OS
- 4.3.7. Palm, AXIM, HP/Ipaq HotSync (Synchronization tools)
- 4.3.8. Supported add-on software—Microsoft Outlook (calendar and e-mail),

4.4. Synchronization between the employee's computer and his or her PDA for the following functions:


- 4.4.1. Appointments and contacts in the Outlook client
- 4.4.2. Supported Peripherals/Accessories
- 4.4.3. Sync cradles

Note: Any accessory or peripheral not listed above is considered unsupported. No additional accessories or peripherals will be considered for support.

5. SECURITY

- 5.1. Security is mandatory for all new or personally owned "grandfathered" units. Security settings will be set up at configuration time according to rules and policies established by DoIT department.
- 5.2. Users will be required to identify themselves, at the very least with an 8 character alpha numeric password.
- 5.3. Secured access will not be an option that individual users can choose to turn off if they find it inconvenient.
- 5.4. Security is mandatory and centrally controlled on devices that are as readily lost or stolen such as PDAs, computer tablets etc. yet can contain large amounts of sensitive State data or, worse, the ability to connect into corporate systems.

6. PRICING:

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Nextel


Unit	Monthly Charge	Talk Time	Direct Connect Time	Data
BLACKBERRY	\$79.05	400 Minutes	250 Minutes	Unlimited

7. PERSONAL USE:

- 7.1. The State of Rhode Island shall be reimbursed for any personal calls made from State owned cellular telephones per separate policy on cell phone assignment and usage.
- 7.2. Monthly cellular telephone billings shall be monitored and paid by the Department's Business Office.
- 7.3. Individuals shall keep personal calls on State-owned cellular telephones to a minimum and shall make reimbursement to the State through their respective Business Office within fourteen (14) days of notification of the charges.
- 7.4. The employees Department Business Office shall audit monthly cellular telephone bills to ensure individuals reimburse their respective Department for all personal calls.

8. PROCEDURE:

- 8.1. To obtain support for a PDAs/Blackberry, the requester is required to purchase a supported brand and model PDA through his or her department. Personally owned PDAs will not be supported because of security concerns. PDAs purchased prior to the issuance of this policy will be 'grandfathered'. The employee's department will purchase PDAs for its employees to eliminate the uncertainty of who controls the data on the device. In this way, the department can ensure that its policies regarding personal- and company-owned information are implemented, thereby improving security and information management.
- 8.2. Once the Department/Division-owned PDA/Cell Phone/Blackberry arrives, DoIT Information Technology Help Desk will contact the employee that the PDA/Blackberry was received by DoIT and set up an appointment to configure the device.
 - 8.2.1. All requests to either configure or report a PDA problem will be handled as low-priority, to maintain a manageable workflow on the Help Desk. Exceptions can be made in some instances, on a case-by-case basis. The Technical Support Manager will have priority escalation approval authority.
 - 8.2.2. No staff member outside the DoIT organization should provide support for PDAs, to ensure that proper PDA support policies are enforced.
 - 8.2.3. The Help Desk technician will create a service ticket documenting the request and assign it to the next available technician for resolution. The trouble ticket should only be assigned to the

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Tech Support Manager or the Technician-in-charge in his or her absence, if the employee requests a high/critical priority on the trouble ticket.

- 8.2.4. Damaged or broken PDAs/Blackberrys must not be sent to retail service centers by non-Help Desk staff. The reason is that PDAs are usually replaced, not repaired and returned to the employee. Therefore, any data that was accessible on the PDA would then be potentially available to buyers of surplus equipment. The PDA must be re-imaged/erased by a Help Desk Technician before it is sent to an authorized repair center. Any units to be discarded or returned to manufacturers must have their memories erased before leaving company control.

9.0 APPROVALS:

 Assistant Director of Planning, Policy & Technology

 Date

 Director of Operations

 Date

 Chief Information Officer

 Date

 Director, Department of Administration

 Date